

# Transforming the University of Illinois Health System with Information Technology



Joy Keeler  
Chief Information Officer



"Insanity is doing the same  
thing over and over again and  
expecting a different result"

Albert Einstein



# *Video*

# Rewards

- Enhanced patient safety
- Improved compliance
- Powerful recruitment and retention tool
- Standardized method of staff education
- Differentiation in the market

# Transformation Journey

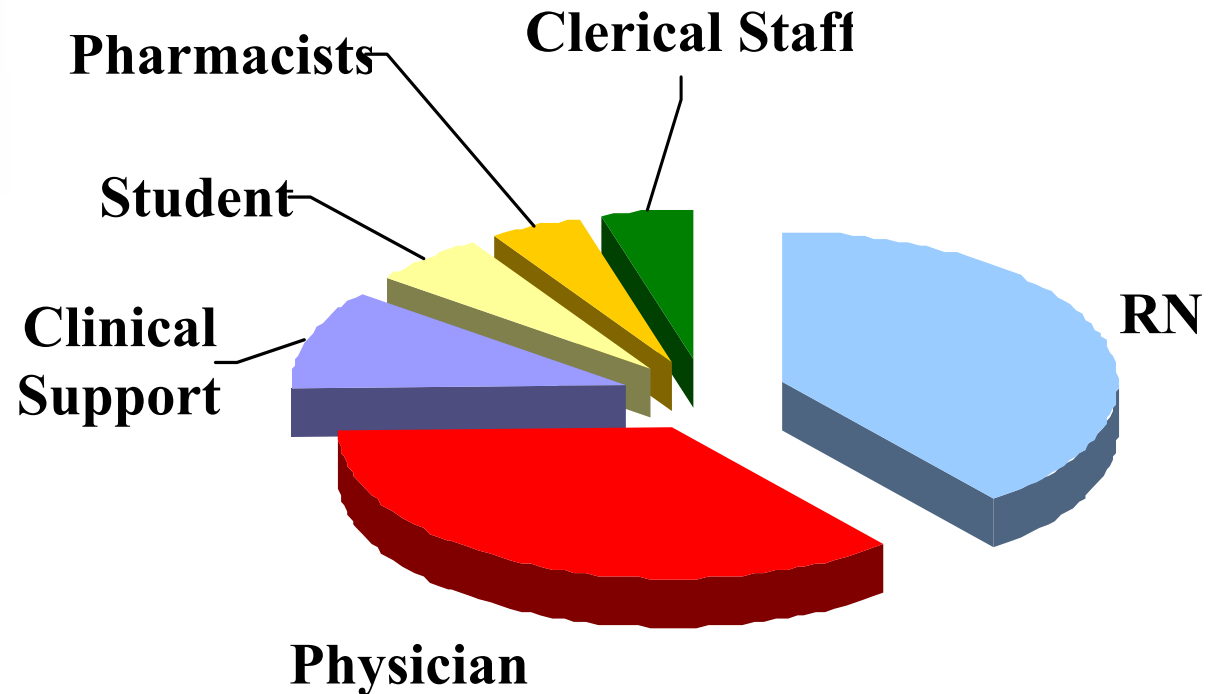


# Clinicians Transformed

Total charts opened:	489,105/month
Unique sign-ins:	1,623/day
Remote sign-ins:	423/day
Distinct charts opened:	36,839/month
Unique charts on-line:	2M

# Clinician Use of Gemini

*100% = 1,600 daily users*



*The Clinical Care Team is on-line*





# What is transformation at the University of Illinois?



# Transformation is...

- A change in clinical care
- Ubiquitous health record
- Accessed routinely by all clinicians
- Adopted by faculty, house staff, nursing, allied health professionals & health affairs colleges
- Higher standard of communication and care

# Processes Transformed Include...

## Outpatient

- Progress notes
- Meds, allergies, immunizations, growth chart
- Clin~to~clin comm
- Patient education

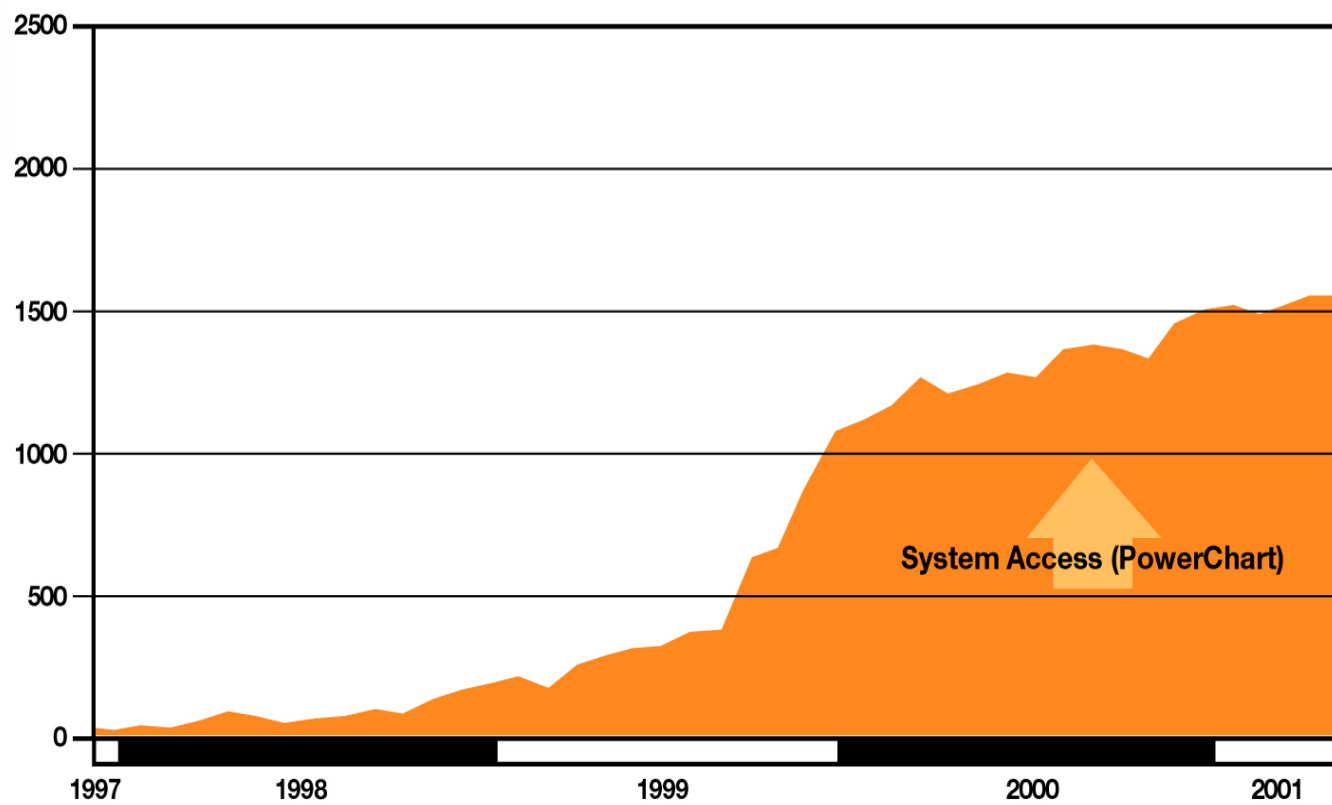
## Inpatient

- All orders
- Meds admin
- Interaction checking
- Progress notes, Op reports, Disch summ
- Ancillary results

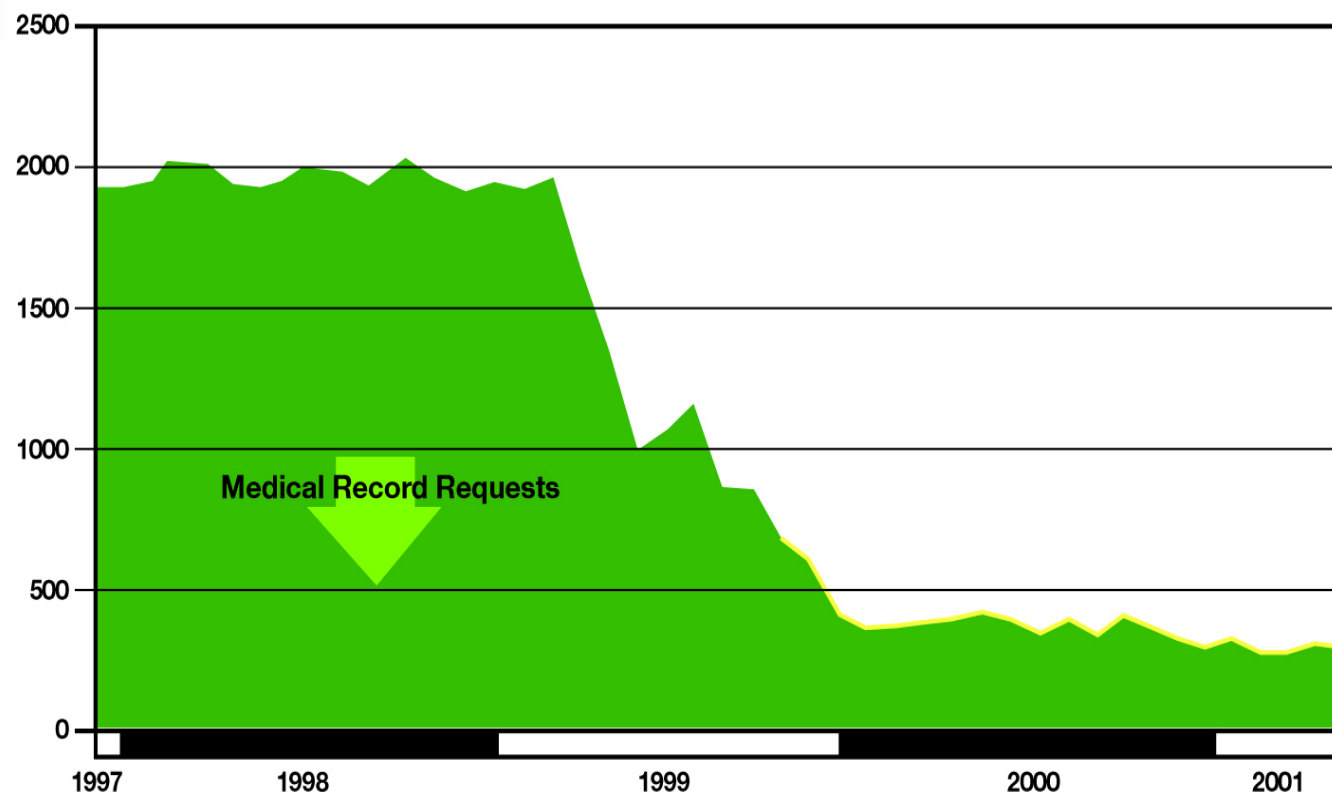


# Measuring Transformation

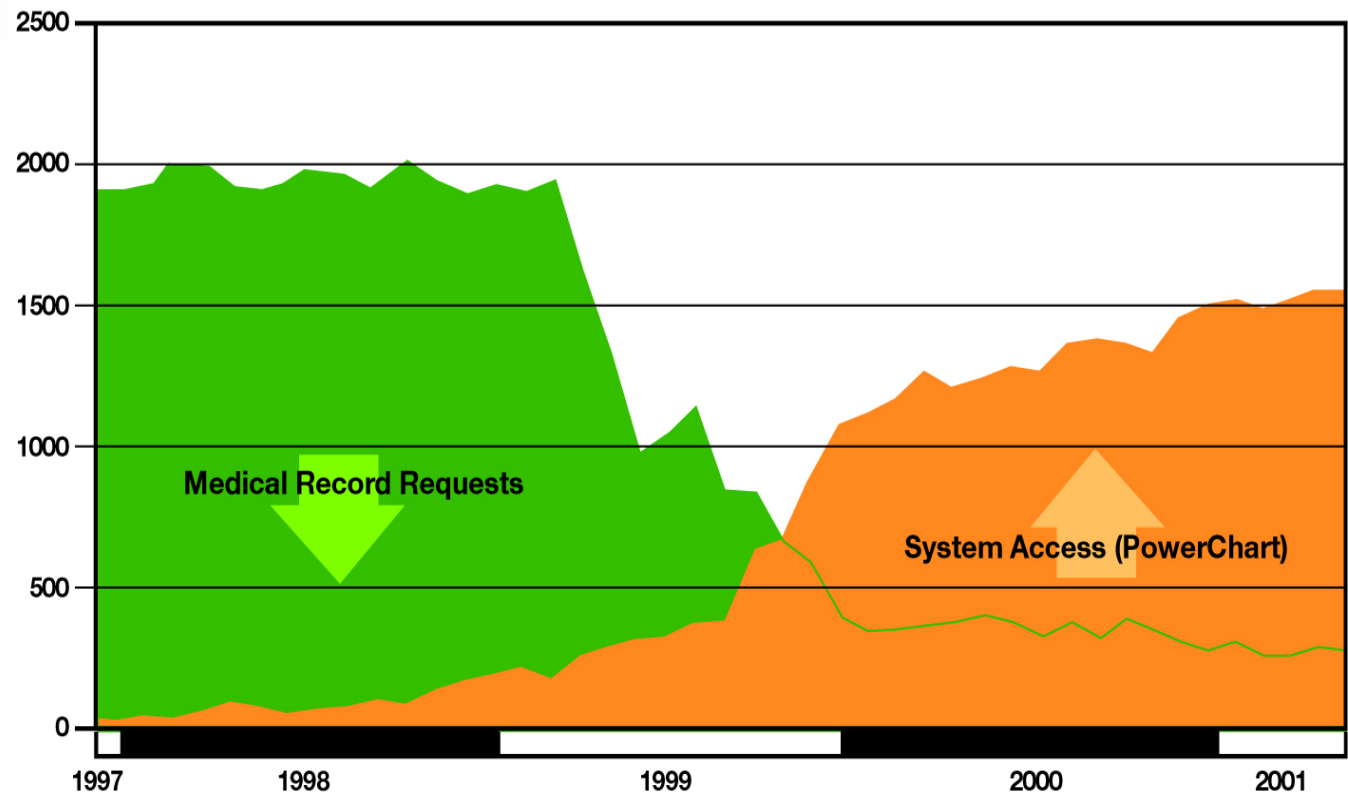
# Users Accessing PowerChart



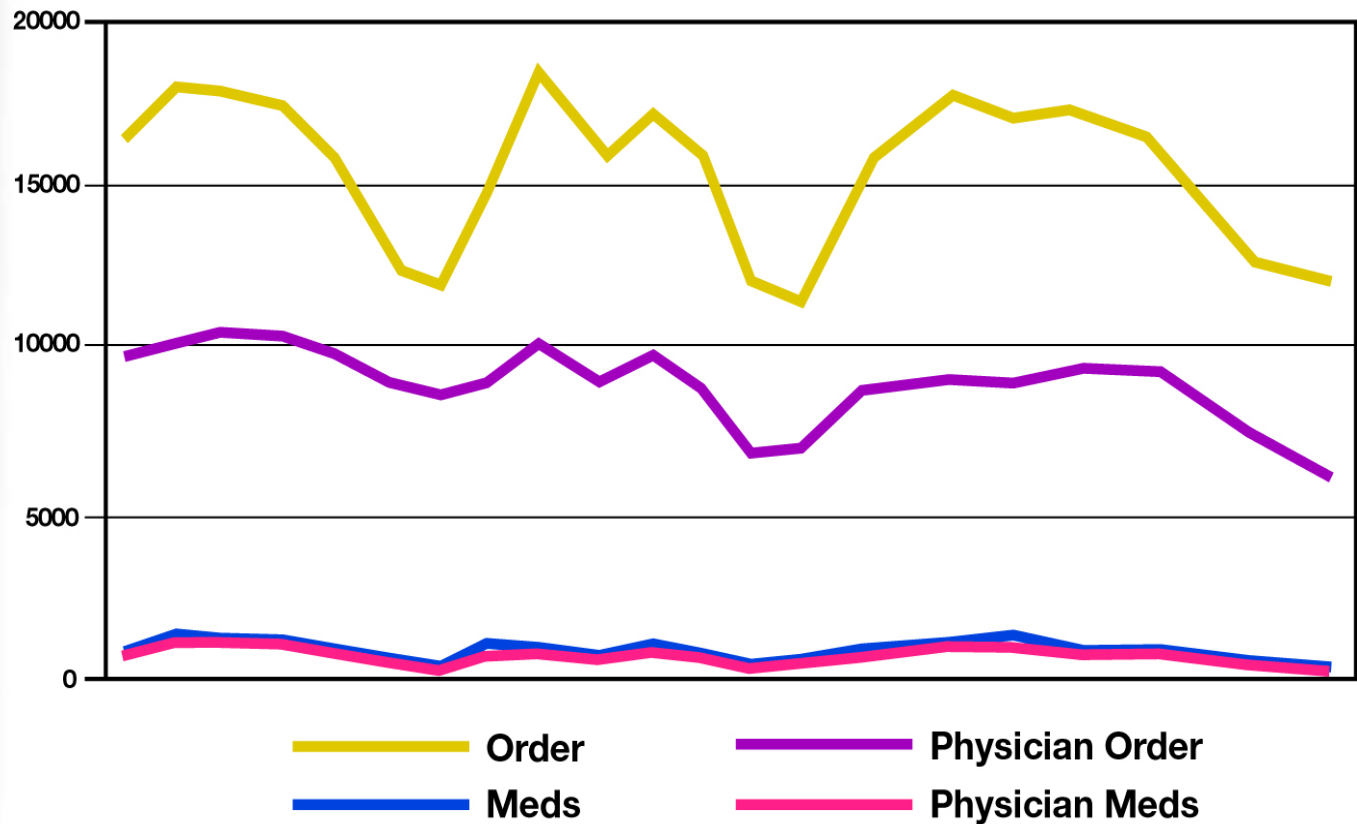
# Medical Record Requests



# User Access vs. MR Requests



# Physician Orders





# Measuring Transformation

- 1" inpatient chart now 1/4"
- No chart delivery to clinics since July 1999
- 98% meds ordered online - by physicians
- Paper chart requests reduced from 2,000/month to 400/month
- \$1.3M of \$1.8M missing charts recreated



# Guiding Principles

# Project Strategies

- Committee structure with physician co-chairs
- Realistic timelines which stake holders share
- Project strategies to
  - Share the wealth
  - Demonstrate value with change
  - Lead with a carrot
- Clear and reliable improvements to our customers
  - Desktop metaphor

# EHR Implementation

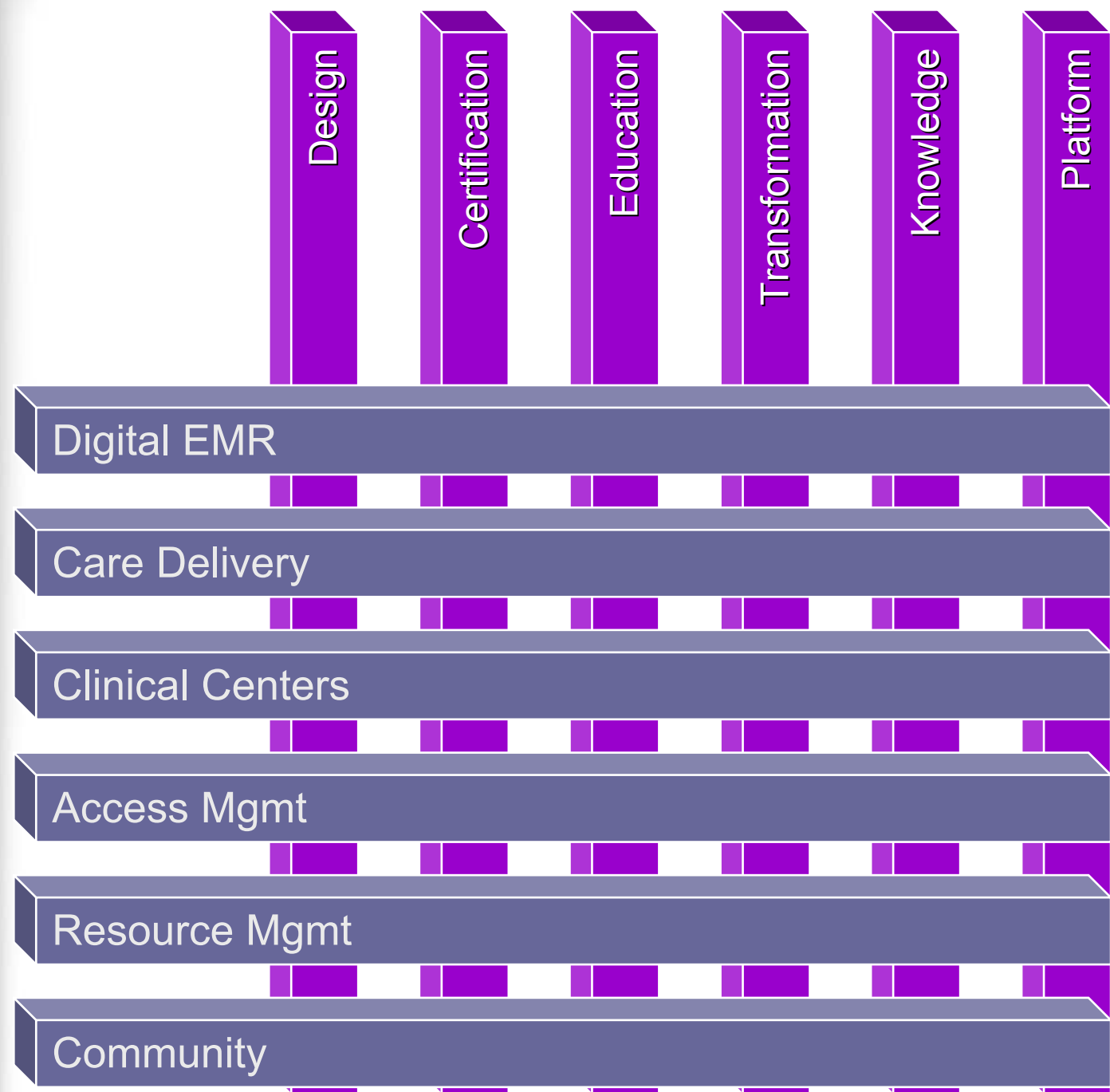
- Gradual implementation
- Demonstrate value
- Intuitive user interface
- First steps to creating electronic safety net

# Physician Acceptance

- Build it and they will come.....
- Intuitive system
- Change old habits
- Reasons for acceptance
  - Efficiency
  - Improved patient care
  - Accessibility
- Get early physician advice
- Develop a team of physician advisors - “high end users”



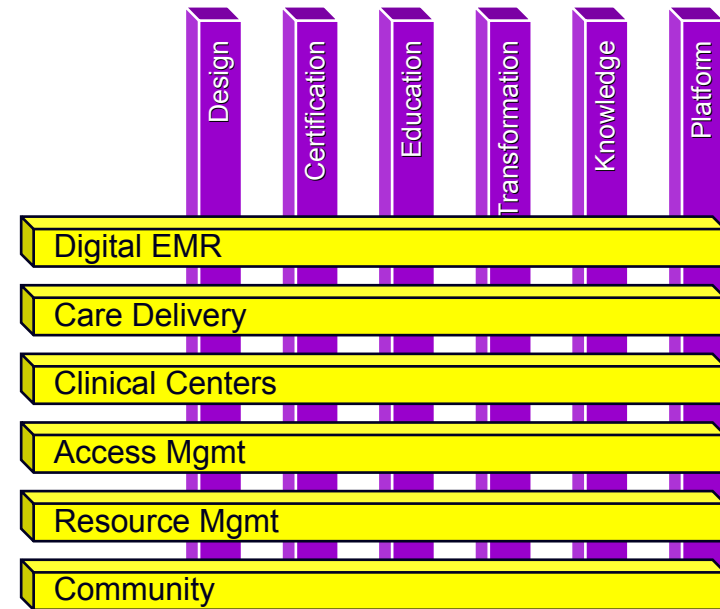
# Enterprise Implementation





## ***Transformation Initiatives***

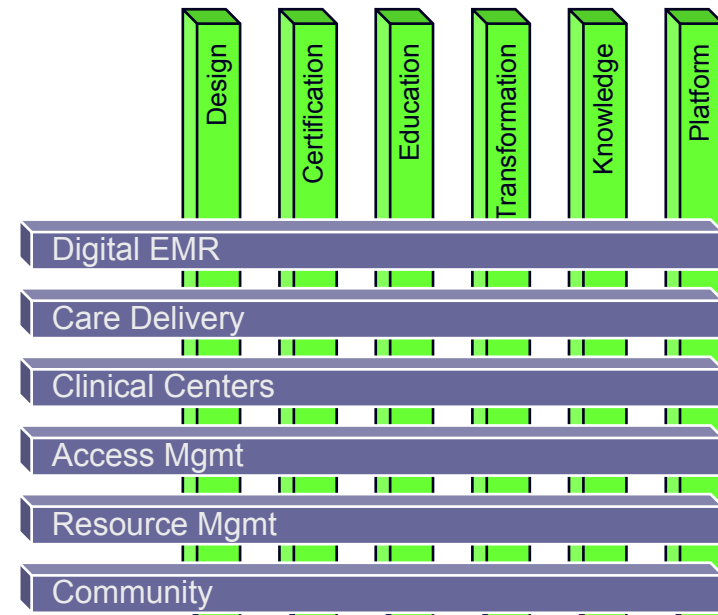
- Prioritization & collaboration at the major initiative level*
- Alignment of Structured Teams around major processes & functions*
- Leverage for the Solution Architect*
- Ability to drive focused initiatives*





## Deployment Factory

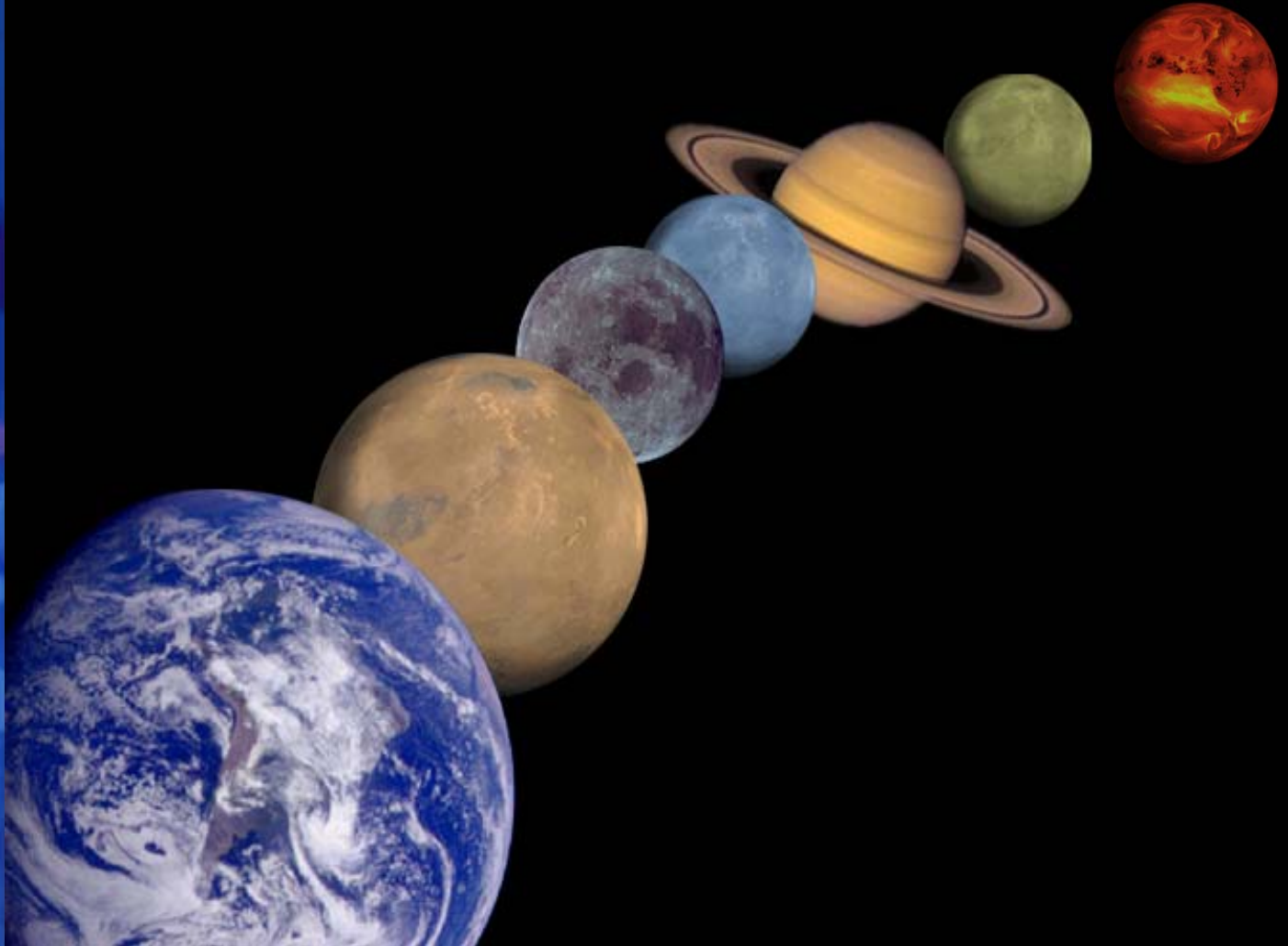
- Focused skills centered around Deployment Functions*
- Increased Leverage for Transformation Architects (reduces I/T experience as a pre-requisite)*
- Responsible for Standardization of process, communication, and stability of production environment*
- Consistent & Predictable engagement with user community*





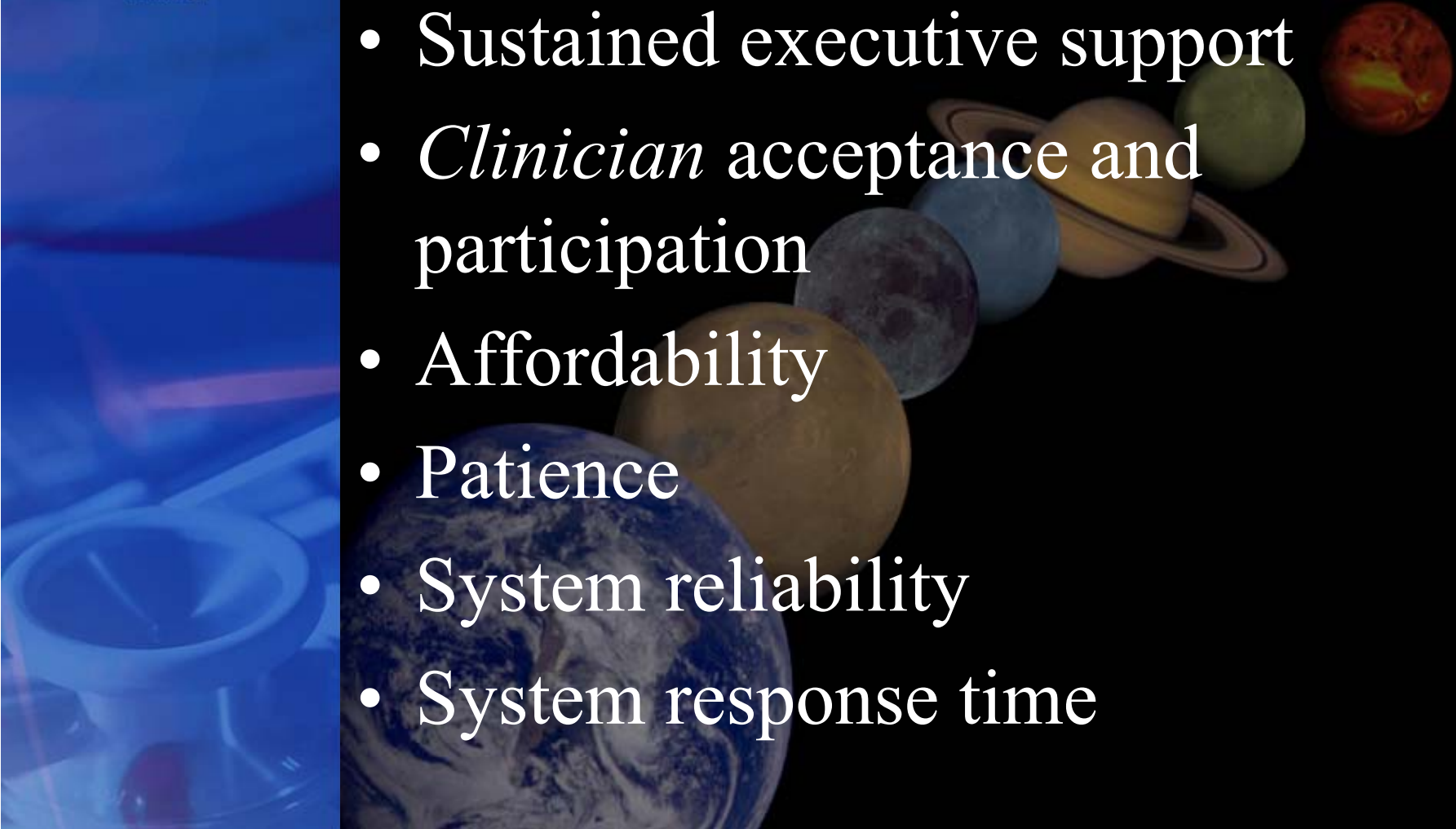
# Aligning for Success

# Aligning the Planets



# Critical Success Factors

- Sustained executive support
- *Clinician* acceptance and participation
- Affordability
- Patience
- System reliability
- System response time



# Completing Transformation

- Technology needs
- Maintaining momentum
- Operationalizing transformation
- Prioritizing next processes
- Organizational requirements



# Discussion